

April 9, 2004

MEMORANDUM TO Thrift Savings Plan Payroll Office Coordinators
(Civilian and Unifo

FROM:

Pamela-Jeanne Moran
Deputy Director of



SUBJECT:

Reissuing Web Certifications or Passwords

The Web-based data submission application is the most efficient way of submitting data to the Thrift Savings Plan (TSP) and we encourage agencies and services to use this application. Before agencies and services can use this application, however, they must be issued web certificate and passwords. Once issued, certificates must be exported and saved when machine re-imaging occurs (e.g., the user obtains a new personal computer and/or software is added or removed), and passwords should be guarded or remembered.

Recently, the Agency Technical Support Staff (ATSS) has received a number of requests for replacement passwords or certificates. However, members of the ATSS are not authorized to reset passwords and issue certificates. They must forward these requests to the National Finance Center's security office. If the request is for a replacement certificate, the original documentation must be provided to allow the security office to recover the old certificate and reissue a new certificate. This process may take up to five business days from the receipt of the original documentation. In addition, there are fees associated with this transaction. These fees are currently not being charged to you.

Consequently, it is important that passwords be retained and that certificates be exported and saved in instances that require such actions. The ATSS is not responsible for the untimely submission of data that results from an agency or service representative's need for a new password or certificate.

For more information about the Web-based data submission application, agency representatives should see TSP Bulletin 01-33, dated August 1, 2001, and service representatives should see TSP Bulletin 04-U-4, dated February 4, 2004. If you have any questions regarding the application or this memorandum, please contact the ATSS at (504) 255-5110 Monday thru Friday, 7:45 a.m. to 4:15 p.m. CST.